

The Department of Managed Health Care has approved the termination of the contract between Heritage Provider Network (Desert Medical Group & Oasis IPA Medical Group) and Kaiser Foundation Health Plan, effective July 1, 2006. The transition affects 19,618 San Bernardino and Riverside County enrollees. The majority of enrollees will be transferred to the Kaiser Permanente Medical Group.

If you have one of the following conditions, you may be able to keep your doctor for some time. This is called Continuity of Care. You must ask your health plan, and your doctor must agree.

- An acute condition—as long as the condition lasts
- A serious chronic condition—until you complete a course of treatment and your doctor can safely transfer your care to another doctor, up to 12 months
- If you are pregnant
- A terminal illness—as long as the person lives
- Care of a child under 3 years old—for up to 12 months
- Surgery or another procedure that your health plan has already approved. The doctor must do the procedure within 180 days.

If you believe you are entitled to Continuity of Care and should remain with your existing provider, you should contact **Kaiser at (800) 464-4000** and request Continuity of Care. If you are not satisfied with Kaiser's response, you may contact the HMO Help Center at (888) HMO-2219 **or** (877) 688-9891 (TDD).